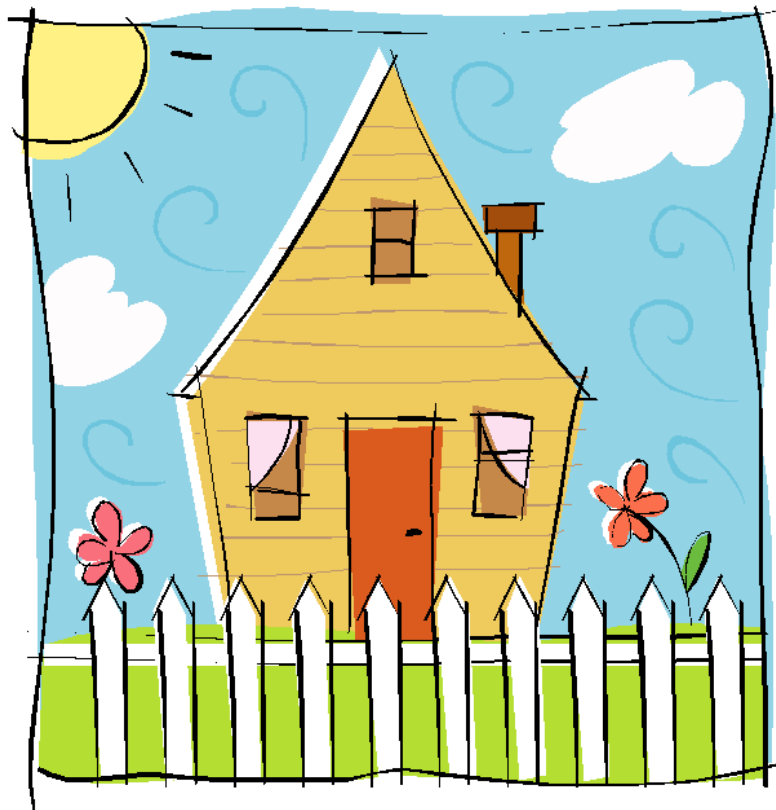


West Virginia
Medicaid Aged and Disabled Waiver

“Waiver at a Glance”

A Handbook for Waiver Members



WV Bureau of Senior Services
Toll Free 1-866-767-1575



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I. Program Overview

The Aged and Disabled Waiver (ADW) Program is a home and community based program that provides care in the home. In order to qualify for this program, you must have the same needs as someone living in a nursing home. By choosing the ADW Program, you are choosing to receive services at home and community activities such as doctor appointments, grocery shopping, etc. As a member of the ADW Program, you will be assigned a Level of Care that determines the hours of service you can receive each month. Medical and financial eligibility must be re-determined every year.



Person Centered Planning: The services that you receive are based on **YOU** and your assessed needs. Do people listen to you? Do you have choices? Do your services meet your unique needs? These are important things to discuss with your Case Manager.



Case Management: The Case Management Agency you choose will provide you with a Case Manager who will help you. He/she is responsible for:

- Arranging Waiver and other services to meet your needs such as ordering medical equipment and supplies, setting up home-delivered meals, etc.
- Calling you each month to see if your needs have changed and to make sure your current services are meeting your needs
- Making visits to your home at least every six months
- Helping with your yearly medical and financial eligibility

- Working with you to develop a Service Coordination Plan that addresses all of your needs
- Advocating for you to protect your rights
- Helping you with the Fair Hearing process if needed



Homemaker Services: The Homemaker Agency that you choose provides you with a Registered Nurse (RN) and a Homemaker. The RN supervises your homemaker and:

- Makes sure the homemaker has training
- Makes sure the homemaker passes a criminal background check
- Works with you to develop a Plan of Care that tells the homemaker how to help you
- Assesses and updates your Plan of Care at least every six months or when your needs change



Some things your homemaker can do include:

- Help with bathing, dressing and grooming such as washing and styling your hair, applying lotion, shaving, etc.
- Help with moving from bed to chair or wheelchair
- Help with walking or using a wheelchair
- Help with toileting needs like changing pads or diapers
- Meal preparation – homemakers can also prepare meals in advance for you to heat up later
- Light housekeeping (sweeping, mopping, dusting, vacuuming, washing dishes, etc.)
- Laundry
- Transportation to doctor appointments, shopping and community outings
- Medication reminders

- Reporting any concerns or changes in your medical condition to the Registered Nurse

Note: Homemakers must follow the daily Plan of Care



Some things that homemakers CANNOT do include:

- Any activity that is not in your Plan of Care
- Give medications – either prescription or over the counter. This includes pills, medicated creams, drops, etc.
- Heavy housekeeping such as yard work, cleaning windows, moving furniture, etc.
- Suctioning, tube feeding, testing blood sugar, insulin injections, or setting up pill boxes
- Care or change of sterile bandages, irrigation of a colostomy, care of a tracheostomy tube, apply heat in any form, or peritoneal dialysis
- Pet care
- Provide care to other household members (laundry, cleaning, washing dishes, etc.)
- Eat your food, take things from your home, ask you to pay for meals, accept gifts or money from you
- Harm, disrespect, abuse, neglect or exploit you

Contact your Homemaker RN or Case Manager to discuss any problems. To report abuse, neglect or exploitation contact Adult Protective Services by calling 1-800-352-6513.



II. Service Delivery Options:

There are currently three choices for how you receive your services through the ADW. You have the right to transfer among options. The following describes each one:

Traditional Agency Services:

- You will receive Case Management and Homemaker services
- Both services are provided by the Medicaid approved agency/agencies that **YOU** choose

Personal Options:

- **YOU** are the employer – you manage your homemakers (choose, hire and fire)
- **YOU** choose services within a budget
- Someone is available to help you with the bookkeeping responsibility or educate you on managing employees

III. Member Responsibilities and Rights



Member Responsibilities: You have responsibilities as a member of the ADW program.

- You must notify your Homemaker Agency if you will not need services on a particular day. (Examples: you are in the hospital, out of town, etc.). Please give 24- hour notice when possible.
- If you need to make changes to your schedule, you must contact the Homemaker Agency. You should not call the homemaker directly.
- You must notify your agencies of any change in residence or phone number.

- You must agree to home visits (Example: Case Manager, Homemaker RN, state or state-contracted staff). Visits will be scheduled with notice. (Some visits to monitor your homemaker may be unannounced). You must be home for all scheduled visits. If the ADW member has Alzheimer's or a related dementia, a family member or representative must also be present for all home visits.
- Once a year, a state-contracted nurse must evaluate you in your home for ADW medical eligibility. At least every six months, the Case Manager and Homemaker RN will come to your home to discuss your needs.
- You must review your homemaker worksheet daily and sign off to verify services were received. Only sign the homemaker worksheet if it shows the correct times worked and services provided. Report any concerns regarding incorrect time sheets to the RN.
- You are responsible for making sure your home is a safe place for people to work.
- You are responsible for treating your homemaker and other agency staff with respect.

Member Rights: As a member of the ADW, you have certain rights.

- Right to choose to participate in this program
- Right to withdraw from the program at any time
- Right to be treated with respect and dignity and be free from harm
- Right to file a grievance if you have a problem with your services
- Right to a Fair Hearing if you are denied services or your services are reduced



Grievance: You may file a grievance if you have a complaint with one or both of your provider agencies. It is always good to try to work out problems first with those that know the situation best. Your Case Manager may help with your grievance.

- Level One Grievance - List your complaint on the grievance form (see page 14 or 16) and send it to your provider.
- Level Two Level Grievance - If you are not satisfied with the agency's response, send your grievance to the Bureau of Senior Services, Medicaid Director. The Bureau will respond.

If you have questions regarding this process, call the Bureau of Senior Services toll-free at 1-866-767-1575.



Fair Hearing: You may request a Fair Hearing for the following reasons:

- Denial of medical or financial eligibility for ADW
- Reduction in Level of Care (number of service hours)
- Denial of a request to increase Level of Care (number of service hours)

Your Case Manager, a legal representative, or your nurse may help you with the hearing process.

IV. Transfers and Case Closures



Transfer: At any time, you have the right to request a transfer:

- To a different service delivery option (Traditional Services, Personal Options, or Self-Directed Case Management)
- To a different Case Management provider agency
- To a different Homemaker provider agency

If you are interested in transferring, you may contact your Case Manager or the Bureau of Senior Services toll-free at 1-866-767-1575. You can change just one of your agencies or both. All transfers must be completed by the Bureau of Senior Services before you begin services with your new agency or service model.



Case Closures: Your ADW services may stop at any time due to the following reasons:

- You choose to stop your services
- You move out of state
- You are no longer medically eligible for services
- You are no longer financially eligible for services
- You have not received homemaker services for 100 days in a row
- Your home is determined to be unsafe for staff to work
- You do not follow program policies
- You do not comply with your plan of care
- Your needs can no longer be safely met with Waiver services



V. Important Information

IMPORTANT PHONE NUMBERS TO KNOW	NUMBER
Case Manager: _____ Agency: _____	
Homemaker RN: _____ Agency: _____	
Homemaker Agency Week-end/After Hours	
Doctor: _____	
ADW Hotline (questions or complaints)	1-866-767-1575
Adult Protective Services Hotline (abuse/neglect)	1-800-352-6513
WV Aging and Disability Resource Centers (resources)	1-866-987-2372
Bureau of Senior Services	304-558-3317
Bureau of Medical Services (Medicaid)	304-558-1700
Legal Aid of West Virginia	1-800-834-0598
Senior Legal Aid of West Virginia	1-800-239-8819
WV SHIP Medicare Call Center	1877-987-4463
WV Medicaid Estate Recovery	1-304-342-1604
Golden Mountaineer Card	1-877-987-3646
WV Long-Term Care Ombudsman (for questions about Nursing Homes)	1-866-255-4370
Estate Recovery Questions	1-304-342-1604
Other: _____	
Other: _____	

Important things to tell my Case Manager: _____

Important things to tell my Homemaker Nurse: _____

Important things to put in my Service Coordination Plan: _____